

Canterbury Connected Business Improvement District Board Meeting Minutes

Date	Wednesday 24th February 2016		Location	Whitefriars Board Room	
Attendees	Clive Relf (CR) – Kreston Reeves and Chairman Caroline Hicks (CH) – Canterbury City Council Edd Withers (EW) – Student Republic Jeremy License (JL) – Furley Page Marco Keir (MK) – Christ Church University Mark Arnold (MA) – Kent Police Peter Scutt (PS) – Whitefriars			Robert Brady (RB) – Regal Estates Tim Less (TL) – Canterbury Society Therese Heslop (TH) – Canterbury Cathedral Lisa Carlson (LC) – Canterbury Connected BID Lucy Martin (LM) – Canterbury Connected BID Lucy Rymill – minutes	
Item	Welcome, introductions & apologies				
1	Apologies: Adam Bateman (AB) – Fenwick Alex Ridings (AR) – Think Agency Bob Jones (BJ) – Canterbury Connected BID David Hughes (DH) – Kent CC David Lilford (DL) – Lilford Gallery & Lilford Framing Declan Kelly (DK) – The Abode Ian Blackmore (IB) – The Jolly Sailor			Welcome: Doug Rattray - Head of Neighbourhood Services Marie Royle - Head of Community Services Lora McCourt - Housing Officer Sarah Osborn - Community Safety Officer PC James Gall - Enforcement Officer	
Item	Declarations of interest				
2	Name	Company	Reason		
	Caroline Hicks	Canterbury City Council	Manager of the Service Level Agreement between Canterbury City Council and Canterbury Connected BID		
	Clive Relf	Kreston Reeves	Supplier of services: Accounting		
	Jeremy License	Furley Page	Supplier of services: Legal Services		
Item	Minutes of the board meeting held 13th January 2016				
3	Minutes of last meeting approved and will be posted on the BID website.				
	Matters Arising			Responsible	Date for completion
	AR, EW, BJ and LC to meet to discuss who needs to be on the Digital City working group			AR, EW, BJ and LC	On-going
Item	My Canterbury				
4	A discussion took place which included: <ul style="list-style-type: none"> The need for a formal agreement between the BID and Think Agency An agreement for the BID to pay a monthly fee rather than an income share A Service Level Agreement (SLA) between the BID and Think as part of the formal agreement 				
	Action		Responsible	Date for Completion	
	Decision to be made re SLA		Board Members	01/04/2-16	
Item	Homelessness: CCC Community Safety Unit				
5	Doug Rattray(DR), Head of Neighborhood Services and the Community Safety Unit, explained that there are two elements to the problem of rough sleepers; those that are genuinely homeless requiring support and the anti-social behaviour (ASB) element of it, such as street drinking and drug taking.				

DR introduced Marie Royle (MR), Head of Community Services, who works on community projects and commercial properties. They nominate people into social housing and do assessments for homeless people. The approach is early intervention and prevention. Canterbury has very high numbers of rough sleepers with numbers last year up to 47. Canterbury has the third highest number of rough sleepers in the country outside of the London boroughs due to good transport links and good services. There is a clear distinction between street drinkers and rough sleepers.

Catching Lives and Porchlight are the voluntary partners in this work in the district. They are the main co-deliverers of this service. Catching Lives have a day centre with a mental health worker; they help people to access GP services and provide food. Porchlight have an outreach team and they have supported accommodation. The project recently was awarded £250,000 from the DCLG to address the issue of rough sleepers on the streets. This will employ a worker to be out on the ground engaging with these people and to move them off the streets into supported accommodation. The CSU do not endorse people giving food etc to these rough sleepers. They want to be dealing with the issue and not sustaining it. If people want to help, they need to be giving to a single source, i.e. the charities. Lora McCourt (LMC) Housing Officer stated that the outreach services assist people to come into contact with council services. They look to the general public for information about where people are sleeping rough, or are drinking, so that the outreach services can go and help them. The Homelessness Forum means all organisations are working together. The street drinkers are presenting the antisocial behaviours.

CR asked about the role of the ambassadors with this problem. LM reported that they work with the businesses and do intelligence reporting. They report antisocial behaviour and rough sleeping on their PDA.

LMC stated that Catching Lives has a dedicated worker called Emma who will respond to any calls and will go and identify the issues and give feedback to the public on any action that she has taken. She has her mobile on 24hours a day. The Forum takes a multi agency approach to dealing with the problems to resolve the issues.

MA reiterated the importance of giving to the charities that help the homeless. Laura said that there was a two page spread with this information in their latest issue of the District Life magazine. MK stated the importance of getting this message through to the student unions.

LM stated that the BID is creating a leaflet to advise local business on what is being done to help the homeless, who to contact if businesses encounter a rough sleeper, what can be done if they experience ASB from rough sleepers and how they can help. DR stated that there were various 'community angels' who have been approaching local businesses to redistribute unsold food at the end of the day. If there is spare food etc at the end of the day this should be given and distributed by Catching Lives who will engage with these vulnerable people.

MR also stated that there has been a significant increase in non English speaking people in the area. They have no recourse to public funds, so they need to get into employment or need assistance to return to where they have come from.

PS Jim Gall (JG) stated that the CSU and Police can issue a Community Protection Notice (CPN) which can direct any individual (over the age of 16), business or organisation responsible, to stop causing a specified problem/anti-social behaviour and requires the person responsible to take reasonable steps to stop/modify and the behaviour problem. As part of the CPN it has positive steps of requirement a requirement to stop doing specified thing, take reasonable steps to achieve specified results, this can be to link with local support services, Turning Point agreed to be included in the positive steps of requirements. This means that the Police can now control how long it takes for an individual to attend Turning Point, for example, and return an individual to court for non compliance of the notice. MK asked how long it takes from identifying the problem to addressing the problem. Jim stated that it depended on the persistent nature of the behaviour. It is based on a case by case basis.

LM stated that the CSU have issued witness safety notices which the ambassadors can provide businesses with. They will be on the website and in the newsletter.

TH stated that there was no address on the Catching Lives leaflets for where the day centres are. Is there enough help? MR stated that there is enough help but that the biggest challenge is changing the behaviour of the general public.

CR asked whether the goal of the CSU was to help homelessness or to get numbers down. MR stated that they ultimately want to solve the problem.

RB enquired as to what percentage of people have been progressed through the system. MR stated that there are fewer than 10 people who are long term rough sleepers. LMC stated that, when someone is rehoused, the support is ongoing to allow people to remain in accommodation. The mentor scheme is very important.

MR reported, in terms of scale, in 2014 Catching Lives helped 509 people. 265 were signposted to mental health and housing services. 72 were helped with employment, 191 were helped with claiming benefit, 27 clients went into private accommodation, 56 went into supported accommodation and 130 clients registered with a GP. MK noted that these numbers are larger than the 47 that were discussed earlier. MR explained that these larger numbers are people who are staying with relatives etc. Some of these people are transient. JG explained that the population of homeless people is moving around.

EW asked where the alcohol was being purchased. DR responded that businesses should be discouraged from selling alcohol to people who are street drinkers. All the shops are selling to these people. The forum approach is good practice. The alcohol licenses can be reviewed if it is deemed that there is a problem.

LM enquired about the street begging police operation. JG reported that there had been arrests and CPNs had been applied.

LMC gave the number for Emma which is 07565 867091. She advised against people taking photos of rough sleepers. Emma has been trained in this area. LM asked for Emma's email address as the ambassadors email the exact location of rough sleepers using GPS. Emma's email address is: emma@catchinglives.org

CR discussed the draft document which needs to be completed. This will then be distributed by the ambassadors to each business.

	Action	Responsible	Date for Completion
	Leaflet to advise businesses on rough sleepers and street drinkers to be completed	LM/BJ	31/03/2016

Item	Finance & Year 2 Levy collection		
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6	<p>CR reported that the finance team had met. The members being AB, PS, BJ, LM and Louise Phillips, book keeper.</p> <p>The projected budget for at the beginning of Year 2 showed an overspend of just under £58k based on dispersing some of the surplus made in year 1. The current budget for Year 2 shows an overspend of £28k, £10K less than was reported at the last Board meeting.</p> <p>There needs to be additional funding for event development for the Medieval Festival and Hop Pocket Race. An initial amount of £5,000 had been allocated to these events as there was hope of getting some sponsorship. This is now looking unlikely. In order to build on the event the subcommittee discussed the need for a further £5,000 per event. LM has identified £6,000 that could be taken from other budgets without impacting on them.</p> <p>PS reported that the reserves policy has been reviewed and the draft copy has been circulated for review. CR commented that the amount of £75,000 (approx. 15% of the annual income) that the sub group had agreed as the reserve is the exact figure recommended at the National BID conference attended by CR, BJ, LM and LC. BID best practice is that there is a need for a reserve.</p> <p>PS reported that the draft financial statements had been circulated. The accounts are marked as unaudited as there</p>		
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is no requirement for this due to the level of transactions and business undertaken by the BID. TH enquired if you have to put this on the front page. PS stated that these reports should be open and transparent. EW enquired if it is expensive to have the accounts audited. CR commented that it is an unnecessary expense, but that maybe, after the AGM, the levy payers may consider that it is money worth spending. JL suggested adding this point to the AGM agenda.

TH enquired whether there was a promise made in the original business plan not to spend more than a certain amount on overheads etc., and if these promises had been maintained. PS stated that that performance was running in accordance with the business plan.

LM will investigate and stated that a full set of accounts will be posted. BJ will be inserting an explanation for the surplus in year 1, there was a cost saving with the ambassadors. The invites for the AGM will be circulated to the businesses by the ambassadors and there will also be a mail out to all those on the email list. The AGM will take place on the 16th March at 5.15-7pm in the County Room at the Abode Hotel.

LM stated that only the board members are able to approve the accounts. JL stated that the accounts need to be approved at the AGM. The levy payers are not able to vote. Anyone can be a member of the BID; any member can be a board member. TH asked if levy payers were asked to be members. JL stated that they had been. CR suggested that the board approve the accounts and then ratify them at the AGM. They can then be sent to Kreston Reeves and posted on the website. JL stated that the board can approve the accounts in writing at a later date and that the accounts be tabled at the AGM for comment by the members.

Action	Responsible	Date for Completion
Reserves Policy to be ratified	All	16/03/2016
Accounts to be approved	ALL	16/03/2016

Item Operational Update

Ambassadors: Henry has left as he did not pass his probationary period. Julia has now been employed for two weeks. Lauren has been signed off sick for two weeks. The focus has been on visits to businesses due to the cold weather. Every business should receive a visit every two months. The database is slowly building using the ambassador’s database. LM is in discussion with a company to streamline the databases. EW reported that he had been impressed with the visit that he had had from the ambassadors.

Homelessness: The leaflet will be completed and distributed in March/April.

Street Cleaning: The team has been working on Burgate and in the High St area. They will be moving down to St Dunstan’s. There has been a trial of using stencils to show where the cleaning had taken place. This had not been well received by social media. EW reported that he had given out the correct information. It has raised awareness of the street cleaning programme. The cleaners had used chalk based paint.

Purple Flag: The steering group met on the 12th February to discuss future plans and a Purple Flag evening/ night time economy conference which is scheduled for 13th April at the Cathedral Lodge 10-4pm. The focus will be on students and what money is generated in the night time hours. BJ will introduce the Purple Flag and the Marlowe will do a key note address. The draft agenda has been circulated to the steering group.

Bloom: The city has been entered into the South and South East Bloom Awards, and it has also been nominated as a finalist for the Britain in Bloom Awards. BJ and LM attended a training session with the RHS. The South and South East judges will be in the City in early July, date to be confirmed, and the Britain in Bloom judges will be here 1-12th August. The theme is ‘Health and Well Being’. The competition is not just about horticulture, but also about community engagement and pride of place, looking at litter and graffiti. BJ and LM attended a meeting with Colin Carmichael and Simon Cook who are responsible within their portfolio for cleaning. There will be a working group looking at graffiti in the city and targeting hot spots using anti graffiti paint which lasts for twenty years. This paint

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costs £14.95/litre.

Medieval Festival: Planning is going well for the parade and family trail. The festival is to be held on the 9th July. Liz Flynn is helping with licensing health and safety. This will be promoted through MyCanterbury, newsletter, partner promotions and through the ambassadors.

Student Impact Conference: the Council is running this project and there are working groups looking at social, physical, economic and cultural aspects. A lot of discussion has been had about housing. CH is leading the economic impact working group and the BID will feed into that to represent business interests.

Governance Workshop: Claudia Sykes is facilitating this workshop on the 20th May at the Tower House.

Westgate Tower Projection Project: BJ is recommending that this project is postponed due to the costs involved and the ability to deliver the project this year.

Transport & Access: The Transport and Access Policy and response to 2016-2020 Council Parking and Transport Policy have been finalised. CR reported that BJ and CR met Simon Cook to discuss and feedback from the mini conference has been used to inform the response. Both documents are on the BID website. The council are now considering the responses with regard to the policy.

Utility Savings: LC reported that the utilities team are working well and working with businesses to save them money. There is a blog to keep people up to date on what is happening in utilities.

AOB

TL reported that he is leaving Canterbury and moving to Cambridge. His replacement as Treasurer for the Canterbury Society may take his place on the board.

CR and BJ are going to meet with John Brazier to discuss levy payments and grievances of various CAMP members. BJ would like to meet with Julian Brazier and JL said that he could facilitate this if necessary.

PS asked about the two city events taking place on the Bank Holiday weekend and concern re confusion of the participants attending the conferences. EW reported that to mitigate the problem there will be clear differentiation in wrist bands of those attending. There will be meetings between the two parties involved.